

File conciliation for amicable settlement

Description of Service:

This service enables customers to file a dispute claim (conciliation) to help disputants reach a settlement satisfying litigants away from litigation proceedings but still within a legal framework guaranteeing the rights of all parties, documenting the agreement signed by the parties and reconciler, and authorized by the Supervising Judge. Agreements such as this are enforceable through Rental Disputes Center.

Required Documents:

1. Complaint, portfolio (sequential evidence stating validity of lawsuit such as: correspondence, notices, irregularities, DEWA bills or others)
2. A copy of lease (Ejari certificate) and previous leases
3. A copy of plot map or new Title Deed issued by Land Department in Dubai.
4. A copy of certificate of ownership if the leased premises are located in Freehold areas.
5. Landline, mobile, and email
6. Details of leased property, its type and Number.
7. A passport copy of property owner along with the residency (for expatriate) and Emirates ID.
8. A passport copy of the lessee along with the residency (for expatriate) if available.
9. A copy of Commercial License if the lessor is a legal entity (company or establishment) and a copy of license holder's passport if available.
10. A copy of Notice along with notification officer's report or Registered Post along with receipt of Notice acknowledgement.
11. Proof stating contractual relationship between Lessor and leasing office, lease or management contract in force.

12. All documents must be submitted in Arabic or legally translated into Arabic.

13. A copy of inheritance certificate for the heirs if (Lessor) is deceased.

14. A copy of Power of Attorney attested by Notary Public for legal agent and Emirates ID.

Service Charges:

Fees	Description	Amount	Currency
Fees	First Instance Cases: 3.5% of annual rental amount Note: In case of seeking conciliation then reaching a settlement, half of the rental case fee is refunded.	Not less than (AED 500) and not more than (AED 20,000)	AED
	Service	100	AED
	Registration of Power of Attorney (if applicable)	25	AED
	Knowledge	10	AED
	Innovation	10	AED
	**If the suit includes additional claims, surcharge thereof shall be calculated according to the type of claims.		

Channels Offering Service:

Name of the Channel	Working Hours	Service Duration
Rental Disputes Center (Disputes and Lawsuits Registration Section) Note: Appeals are filed in Rental Disputes Center	From 07:30 to 14:30 (Sunday to Thursday)	20 Minutes
Website (www.rdc.gov.ae)	(24 hours/7 days)	20 Minutes
Service Officer (external registration centres)	08:00 to 20:00 (Saturday to Thursday)	20 Minutes

Beneficiaries:

Lessor, Lessee, Property Management Company, and Law Firms

Priority service to one of these categories:

Individual with Special Needs – Dakhr Card Holders

Responsible Department:

Central Support Department and External Service Officer

Contact Us:

Call Center 8004488

Email: info.rdc@rdc.gov.ae